

**Mossel Bay Municipality (WC043) - Schedule of Service Delivery Standards**

Standard	Description	Service Level
<b>Solid Waste Removal</b>		
Premise based removal (Residential Frequency)		once per week
Premise based removal (Business Frequency)		Depending on business arrangements 3 minimum and 6 maximum
Bulk Removal (Frequency)		Bulk refuse is disposed by the public at the transfer stations
Removal Bags provided(Yes/No)		yes
Garden refuse removal Included (Yes/No)		yes
Street Cleaning Frequency in CBD		daily
Street Cleaning Frequency in areas excluding CBD		daily
How soon are public areas cleaned after events (24hours/48hours/longer)		48 hours
Clearing of illegal dumping (24hours/48hours/longer)		48 hours
Recycling or environmentally friendly practices(Yes/No)		yes
Licenced landfill site(Yes/No)		yes
<b>Water Service</b>		
Water Quality rating (Blue/Green/Brown/N0 drop)		SANS 241:2015
Is free water available to all? (All/only to the indigent consumers)		All residential customers
Frequency of meter reading? (per month, per year)		Monthly
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)		Max 3 Months Actual readings are always taken on a monthly basis except in cases of holiday homes where no consumption is used for long periods and actual readings can only be obtained during holiday season.
On average for how long does the municipality use estimates before reverting back to actual readings? (months)		
<b>Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)</b>		
One service connection affected (number of hours)		1-8 hour
Up to 5 service connection affected (number of hours)		1-8 hours
Up to 20 service connection affected (number of hours)		3-8 hours
Feeder pipe larger than 800mm (number of hours)		All feeder pipes are smaller than 800mm
What is the average minimum water flow in your municipality?		Approximately 23Ml/day
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)		Yes (Compliance to the SANS 241:2015)
How long does it take to replace faulty water meters? (days)		1-7 days after becoming aware of the faulty water meter
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)		No
<b>Electricity Service</b>		
What is your electricity availability percentage on average per month?		98,92 (Average for 3 months)
Do your municipality have a ripple control in place that is operational? (Yes/No)		Yes
How much do you estimate is the cost saving in utilizing the ripple control system?		0% to Municipal peak
What is the frequency of meters being read? (per month, per year)		Monthly
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)		Monthly
On average for how long does the municipality use estimates before reverting back to actual readings? (months)		3 Months
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)		0-3 hrs
Are accounts normally calculated on actual readings? (Yes/no)		Yes
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)		No
How long does it take to replace faulty meters? (days)		1 day
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)		Yes
How effective is the action plan in curbing line losses? (Good/Bad)		Good
How soon does the municipality provide a quotation to a customer upon a written request? (days)		1 day
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)		within 7 days
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)		within 7 days
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)		within 14 days
Standard	Description	Service Level
<b>Sewerage Service</b>		
Are your purification system effective enough to put water back in to the system after purification?		No
To what extend do you subsidize your indigent consumers?		Water basic, refuse removal and sewerage 100%, water consumption 6kl and elect. 50KWh free
<b>How long does it take to restore sewerage breakages on average</b>		
Severe overflow? (hours)		1-12 hours
Sewer blocked pipes: Large pipes? (Hours)		1-12 hours
Sewer blocked pipes: Small pipes? (Hours)		1-8 hours
Spillage clean-up? (hours)		48 hours
Replacement of manhole covers? (Hours)		Within 24 hours after becoming aware of the missing/broken manhole cover
<b>Road Infrastructure Services</b>		
Time taken to repair a single pothole on a major road? (Hours)		8 h
Time taken to repair a single pothole on a minor road? (Hours)		4h
Time taken to repair a road following an open trench service crossing? (Hours)		24h
Time taken to repair walkways? (Hours)		8h
<b>Property valuations</b>		
How long does it take on average from completion to the first account being issued? (one month/three months or longer)		Between 4 and 6 weeks after valuation roll has been received.
Do you have any special rating properties? (Yes/No)		Yes

<p><b>Financial Management</b></p> <p>Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)</p> <p>Are the financial statement outsources? (Yes/No)</p> <p>Are there Council adopted business process structuring the flow and management of documentation feeding to Trial Balance?</p> <p>How long does it take for a Tax Invoice to be paid from the date it has been received?</p> <p>Is there advance planning from SCM unit linking all departmental plans quaterly and annually including for the next two to three years procurement plans?</p> <p><b>Administration</b></p> <p>Reaction time on enquiries and requests?</p> <p>Time to respond to a verbal customer enquiry or request? (working days)</p> <p>Time to respond to a written customer enquiry or request? (working days)</p> <p>Time to resolve a customer enquiry or request? (working days)</p> <p>What percentage of calls are not answered? (5%,10% or more)</p> <p>How long does it take to respond to voice mails? (hours)</p> <p>Does the municipality have control over locked enquiries? (Yes/No)</p> <p>Is there a reduction in the number of complaints or not? (Yes/No)</p> <p>How long does it take to open an account to a new customer? (1 day/ 2 days/ a week or longer)</p> <p>How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?</p>	<p>Not applicable</p> <p>No</p> <p>No</p> <p>Within 30 days of Invoice or Statement</p> <p>There is a procurement plan, but it only compile annually after the budget has been approved and before the commencement of the new financial year. The plan only includes the Capital Expenditures of all the departments.</p> <p>90% within the prescribed service levels, service level days vary.</p> <p>If verbal complaints are logged onto the system and 90% of the complaints are resolved within the prescribed service level days.</p> <p>98% within 10 working days.</p> <p>90% within the prescribed service level days.</p> <p>0,06</p> <p>Unknown, haven't got a system in place to monitor it.</p> <p>Yes</p> <p>No, there is not a reduction because presently all requests/complaints are registered which was not the case in previous years.</p> <p>Walk in customers, the same day, if all the relevant information is supplied.</p> <p>There is no scheduled dates for review processes for delays. Delays, if and when they do occur, are handled and resolved immediately to avoid a repeat.</p>
Description	Service Level
<p><b>Standard</b></p> <p><b>Community safety and licensing services</b></p> <p>How long does it take to register a vehicle? (minutes)</p> <p>How long does it take to renew a vehicle license? (minutes)</p> <p>How long does it take to issue a duplicate registration certificate vehicle? (minutes)</p> <p>How long does it take to de-register a vehicle? (minutes)</p> <p>How long does it take to renew a drivers license? (minutes)</p> <p>What is the average reaction time of the fire service to an incident? (minutes)</p> <p>What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)</p> <p>What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)</p> <p><b>Economic development</b></p> <p>How many economic development projects does the municipality drive?</p> <p>How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?</p> <p>What percentage of the projects have created sustainable job security?</p> <p>Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)</p> <p><b>Building control</b></p> <p>Approval of Building Plans</p> <p><b>Other Service delivery and communication</b></p> <p>Is a information package handed to the new customer? (Yes/No)</p> <p>Does the municipality have training or information sessions to inform the community? (Yes/No)</p> <p>Are customers treated in a professional and humanly manner? (Yes/No)</p>	<p>8 minutes</p> <p>8 minutes</p> <p>10 minutes</p> <p>8 minutes</p> <p>10 minutes</p> <p>In accordance with SANS 10090 Community Protection against Fire , 15 minutes for the classification of the municipality.98% to emergency calls. Response within 1 minute of call received.</p> <p>The municipality does not have an ambulance service. It is operated by Provincial EMS</p> <p>The municipality does not have an ambulance service. It is operated by Provincial EMS</p> <p>Beehives, Art &amp; Crafts Stalls,Good Shed, SMME Development</p> <p>SMME Development and Training,Youth Café,NYDA Training and Development,Tourism Buddy Project,Mossel Bay Development Forum ,Red Tape Reduction Issues are continually addressed , Women and Disabled Persons in Entrepreneurship, Youth in Entrepreneurship,Food Security Projects , Expanded Public Works Programme</p> <p>50-60%</p> <p>Yes</p> <p>Approval or notification of outstanding information being sent to owner within 30 days of receiving building plan application.</p> <p>Yes</p> <p>Yes ( Public Meetings on IDP and Budget Consultation and Ward Councillor Reportback meetings).</p> <p>Yes</p>